# 14.3.1

# Medi-Cal Eligibility Verification and Letter of Authorization

#### A. General

Medi-Cal confidentiality regulations limit the amount of information, including eligibility information, that workers may give to medical providers. Medical providers include:

- Hospitals,
- Primary Care Clinics (PCC),
- Managed Care Plans,
- Private providers, and
- County Medical Services (CMS).

This section identifies how to provide information to medical providers.

#### B. Available Eligibility Information On POS

Medical providers have access to Medi-Cal eligibility information for the twelve months immediately preceding the current month. This information is available through the Point of Service (POS) system.

#### C. Allowable Conditions to Issue MC 180

Workers may only issue an original, numbered Eligibility Letter of Authorization (MC 180) (Appendix 14-3-A) and/or Eligibility Letter of Authorization-Share of Cost MC 180-2 (Appendix 14-3-B) when proof of eligibility is needed for services that occurred at least 12 months prior to the current month. The following conditions must be met to issue the MC 180:

- A court action requires that a MC 180 be issued,
- An adopted State Hearing Decision or other administrative hearing decision requires a redetermination of eligibility which results in a beneficiary's entitlement to Medi-Cal,
- An adopted State Hearing Decision states that due to a county department or Department of Health Services (DHS) administrative error, a BIC was not received by the beneficiary or eligibility on MEDS was not established,
- DHS requests that the MC 180 be issued, or

The county department has determined that an administrative error has occurred per D, below.

# D. Definition of Administrative Error

Administrative errors include, but are not limited to:

- The applicant/beneficiary provided the county with the necessary information to determine eligibility and the county failed to issue the Medi-Cal BIC/benefits,
- The beneficiary requested card issuance and the county failed to take appropriate action,
- The applicant/beneficiary's case had been erroneously denied or discontinued,
- A computer failure resulted in the delay, non-issuance, or incorrect production of the Medi-Cal BIC. This includes non-issuance of BICs due to county failure to take corrective action in response to MEDS error alerts.
- The county issues a BIC within one year, but is coded incorrectly and cannot be used to bill for services rendered,
- County Medical Services has retracted payment to a provider due to the granting of Medi-Cal, or
- The SSI beneficiary requests an MC 180 within six months of the SSI decision or four months from the date of the SDX update. Exceptions due to unusual circumstances should be referred to DHS for authorization. See I, below.
- Any other erroneous or required action not taken which resulted in the failure to provide a BIC within one year of the date of service.

E. MC 180 Requests for SSI/SSP Recipients Only The period of SSI/SSP-based Medi-Cal eligibility begins with the month SSI/SSP cash assistance is effective. However, DHS is unable to automatically establish Medi-Cal eligibility on MEDS for the period between the effective month of eligibility (if it is prior to the current month) and the month the SDX update is received. Since the person was entitled to Medi-Cal, but DHS failed to establish eligibility, this is considered a state administrative error and the county can issue a MC 180.

The table below shows the steps to be taken to issue a MC 180 for these cases.

Action						
Ensure that the claimant was eligible for SSI in the month for						
which an MC 180 is being requested.						
The burden of proof for eligibility will fall upon the claimant or the person requesting the MC 180 on behalf of the claimant since MEDS does not go back more than 15 months. The proof must show that the SSI determination was delayed and that he/she is eligible for SSI in the month for which an MC 180 is requested. A copy of one of the following (which includes the date the SSI decision was made) must be provided:  • SSI award letter,  • Form 07-94 HHSA, or						
• Form SD 1000, or						
The appeals order.						
If the claimant or person requesting the MC 180 is unable to provide verification, or the county finds that an administrative error does not exist, and there are extenuating circumstances beyond the control of the beneficiary or the county, see I, below for DHS authorization.						

Note: For SSI/SSP beneficiaries, if the cause of the administrative error is due to an SSI decision, the MC 180 must be completed with the third reason checked. SSI decisions fall under "other administrative hearing decision."

#### F. Administrative Error Procedures

Usually, beneficiary requests for MC 180s create the need for an administrative error determination. However, there are situations in which a request from an acute care hospital, Primary Care Clinic (PCC), or CMS can generate an administrative error determination.

The table below shows the steps to be taken if the county determines that an administrative error has occurred.

Step	Action
1	Document and fully describe the error in the case file as soon
	as possible after the error has occurred.
2	Complete the MC 180 with the:
	<ul> <li>"Administrative error" line checked and a description of the administrative error given,</li> <li>Appropriate case information provided (Medi-Cal 14-digit ID number, application date, worker's name, phone, etc.), and</li> <li>Original signature of the FRC Manager or FRC Assistant Manager. Photocopies will not be accepted.</li> </ul>

# G. Acute Care Hospital and Primary Care Clinic Definitions

The table below provides definitions for acute care hospital and primary care clinic.

Term	Definition						
Acute Care	A medical institution that provides general acute						
Hospital	care. Long-Term Care facilities, Intermediate Care						
	facilities, Skilled Nursing facilities and clinics are not						
	considered hospitals.						
Primary Care	Non-profit clinics. The worker will accept the clinic's						
Clinic (PCC)	status as stated unless the request is questionable.						
	Questionable requests should be referred to the						
	supervisor for clarification.						

H. Requests for MC 180 from Acute Care Hospital or PCC Hospitals/PCCs or authorized billing agents will send the request for MC 180s to Public Assistance Information on Form 14-6 HHSA. MC 180s are to be provided to acute care hospitals and licensed PCCs upon request when all of the following conditions are met:

#### 1) Form 14-6 HHSA

Form 14-6 HHSA must:

- Have the hospital/PCC letterhead overlaid on it, or
- Be accompanied by cover letter on letterhead.

# 2) Billing Agent

If the hospital or PCC uses a billing agent, the letter must certify that the billing agent is empowered to act on behalf of the provider. PAI will clear for an active case and forward to that worker if one is located. PAI will handle the requests for closed cases.

#### 3) Welfare and Institution (W&I) Code Provisions

The request must contain a certification that the following provisions of W&I code, Section 14018.4 have been met:

- The hospital or PCC unsuccessfully attempted to obtain verification of eligibility at the time the services were provided, and
- The hospital or PCC made a subsequent attempt to obtain verification of eligibility.
- The provider's affirmation on 14-6 HHSA satisfies this requirement.

#### 4) Medi-Cal Eligibility

The beneficiary was eligible for Medi-Cal in the month for which the MC 180 is requested.

#### 5) Individual Request

The request is for an individual patient. Multiple lists will not be processed.

#### 6) Timeliness

The request for the MC 180 must be completed within two months after eligibility was granted.

The table below provides an example of timeliness.

Date	Action							
March 2004	Applicant applies for Medi-Cal.							
	Case pended by worker.							
	DAPD packet sent.							
	Applicant is approved for CMS.							
February 2005	DAPD approval is received by worker.							
March 2005	Worker approves Medi-Cal eligibility back to March 2004.							

April 2005	Hospital requests MC 180 for March 2004.							
	This request is made more than one year after the							
	month of service, but it is within two months of							
	eligibility approval. The request will be processed.							

#### I. Requests for MC 180 from Private Providers

- 1) MC 180s should not be issued to private providers except when:
  - The beneficiary is deceased, or
  - The provider is acting as a representative or authorized representative for a long-term care patient currently in residence at the provider's facility.
- 2) In all other situations, the worker must work through the beneficiary to provide MC 180s to private providers.

#### J. DHS Authorization for Issuance

lf	Then
••••	<ul> <li>DHS must be contacted for authorization to issue a MC 180.</li> <li>The beneficiary would need to describe how the impairment</li> </ul>

Step	Who	Action							
1	Worker	Complete an MC 180 for each provider, with the							
		applicant's name, Medi-Cal ID number, and the							
		month(s) eligibility is being verified. In the event							
		the one provider is billing for services for more							
		than one month, one original MC 180 is sufficient.							
2		Attach a gram (county letterhead) explaining that							
		no administrative error exists.							
3		List the sequence of events in processing the							
		request and the extenuating circumstances.							
4		Have the gram signed by the FRC manger/							
		assistant manager (photocopied signatures will not							
		be accepted).							
5	Worker	Forward to:							
		Department of Health Services							
		Medi-Cal Eligibility Branch							
		1501 Capitol Ave. MS 4000							
		P.O. Box 997413							
		Sacramento, CA 95899-7413							

6		Consider the request and if approved, authorize issuance of benefits by signing the MC 180 and returning it to the county.  The table below shows the steps to be taken to obtain DHS authorization.
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# K. Issuance Procedures

The table below shows the procedures to be used when either issuing a MC 180, or denying issuance of an MC 180.

lf	Then
A MC 180	Send the beneficiary or person requesting the MC
cannot be	180 a 14-52 HHSA MC 180 Determination Notice
issued,	(Appendix 14-3-C). The notice must indicate the
	billing month(s) and the reason(s) the MC 180
	cannot be issued by the county. The worker will file
	the yellow copy of the 14-52 HHSA in the case file.
	A 14-52 HHSA is not required if a provider requests
	an MC 180 directly from the worker.
There is no	Issue form MC 180 to the beneficiary/provider to
share of cost,	authorize billing beyond the one-year limit. The
	worker will file the yellow copy in the case folder.
There is a	Follow the steps below:
share of cost,	

Step	Action								
1	Issue form MC 180-2 by completing the top four boxes								
	on the form:								
	Month/year,								
	• Share of cost,								
	County district, and								
	• EW file number (CDS case number).								
2	Complete the names of the persons in the same MFBU								
	as the person for whom the form is being issued. This								
	information must be typed.  Give the form to the beneficiary or directly to the provider. The provider completes the lower part of the								
3									
	form with the billing information. Instructions are								
	located on the form itself.								
4	The beneficiary signs the bottom of the form and								
	returns it to the worker.  Copy the completed form and file in the case.								
5									
6	Return the MC 180-2 to the beneficiary. The								
	beneficiary must give the MC 180-2 to only one								
	provider to meet the SOC.								
7	The MC 180 can be issued to the beneficiary once the								
	share of cost has been met.								

#### L. MC 180 Retention

#### **Active Cases**

When the MC 180 is for a beneficiary in an active case, a case copy and supporting eligibility documentation must be in the case file.

#### **Closed Cases**

When the MC 180 is for a beneficiary whose Medi-Cal case has been closed prior to the month of the MC 180, the MC 180 and supporting documents must be retained in a central file that is accessible for audit purposes. This action prevents the forms and documents from being purged too early based on case closure date.

Case records are purged from record room 3.5 years after the last budget unit closes. Workers use the MC 180 when proof of eligibility is needed for services that occurred at least 12 months prior to the current month. If this is done on a closed case, 3.5 years from the issue date of the MC 180 could be a later date than the 3.5 years from the closure of the Medi-Cal case. This could lead to the MC 180 and supporting documentation being destroyed prior to the required 3.5 years from the MC180 issuance date. Cases may be purged from the central file after 3.5 years from the MC 180 issuance date. Former beneficiaries may request an MC 180 form no matter how long their case has been closed. After 3.5 years from the discontinuance date, the burden of proof of eligibility rests with the former beneficiary.

# SSI/SSP only

A central file must be retained for possible future review that includes a copy of the MC 180 and documentation that supports the issuance of the MC 180. Cases may be purged from the central file after 3.5 years from the MC 180 issuance date.

#### M. MC 180 Log

The State requires that counties maintain a central log that identifies all issued MC 180s. When a worker completes an MC 180, they must enter the following information into the MC 180 log:

- MC 180 document number
- Issuance date of MC 180
- First and last name of MC 180 beneficiary
- CIN of MC 180 beneficiary
- Month/Year of requested Medi-Cal Billing
- Filing location of MC 180 include the case number if filed in an active case or indicate that it was filed in a central MC 180 file.

Cases may be purged from the log after 3.5 years from MC 180 issuance date. This log may be found on the County's S drive at: S:\ENTERPRISE\Medi-Cal Spreadsheets and Forms\MC 180 Log.

THE MULTI-TONE AREA OF THE DOCUMENT CHANGES COLOR GRADUALLY AND EVENLY FROM DARK TO LIGHT WITH DARKER AREAS BOTH TOP AND BOTTOM. STATE OF CALIFORNIA - HEALTH AND WELFARE **ELIGIBILITY LETTER OF AUTHORIZATION AGENCY DEPARTMENT OF HEALTH SERVICES** Issuing County: Document 123456 Number SSN / Pseudo No.: County I.D.: Issuance Date of MC-180: Date of Approval (SSI only): Date \*\* Provider Name:\_ \* Worker's Name: \*\* Provider No.:\_ \* Worker's Number: Beneficiary's Name, Address, City, State and Zip \* Worker's Telephone #: Other Health Coverage (Code): MEDI-CAL BILLING FOR: This original numbered MC-180 is approval for Medi-Cal providers to bill services provided to you during the above referenced months. An MC-180 is being issued in accordance with Title 22, California Code of Regulations (CCR) Section 50746. This regulation permits county welfare departments to issue documentation of eligibility which can be used by beneficiaries for periods more than one year after the month of service as a result of one of the following reasons: SSI/SSP eligibility was approved for a retroactive period but cards were not issued by the State Department of 1. Health Services. A court order requires that Medi-Cal be issued. 3. A State Hearing or other administrative hearing decision requires that Medi-Cal be provided. The State Department of Health Services requests that Medi-Cal be issued. (Original signature of an authorized DHS staff person: An Administrative Error has occurred. (Description) Please immediately give your doctor or other medical provider this form for the applicable month(s)/year(s) of service. Providers do not need to submit a Medi-Cal proof of eligibility label with their claims when using this If you were provided services by more than one doctor or provider, please contact your local welfare office immediately to obtain additional original form(s). **INSTRUCTIONS TO PROVIDER** Submit this form, along with the claim(s), to: **EDS Federal Corporation** Attention: Over-One-Year-Unit P.O. Box 13029

\* This information is not needed when eligibility is established by the Social Security Administration.

(Original Signature of Authorized County Administrative Staff)

MC-180 (1/97) \*\* Optional

Sacramento, CA 95813-4029

THE ORIGINAL DOCUMENT HAS A REFLECTIVE WATERMARK ON THE BACK. HOLD AT AN ANGLE TO VIEW WHEN CHECKING THE ENDORSEMENT.

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P L E	Dr. Anne Smith	Dr. Anne Smith					DATE 01/30/88	\$ 15.00	\$ 15.00
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MEDI-CAL PROGRAM GUIDE

14-3-B

2/05

# County of San Diego Department of Social Services

Letter of Authorization MC 180				Date:				
		ion Notice	•					
				Client Name:				
	_		$\neg$	Medi-Cal I.D. No.:				
	ı		I	Worker's Name:				
				Worker's Telephone No.:				
	L							
Dear_								
RE: N	Medi-C	Cal Billing for month(s	)					
		Authorization (LOA) to the County.	form MC 180 to	verify Medi-Cal eligibility for above	e month(s) cannot			
year a withou	ifter a ut the	medical service was p Letter of Authorization	rovided. A Med n. The State Dep	s needed to verify Medi-Cal eligibilities. It is needed to verify the provider cannot bill Medi-Cal eligibilities. It is needed to verify the provider to verify the provider to verify the provider to verify the provider to verify the verification of the provider to verify the verification of the verificatio	for these services			
	1)	A court action requir	es that a Letter o	f Authorization be issued.				
	2)	•		nistrative hearing decision requires ciary's entitlement to Medi-Cal bene				
error, a Medi-Cal Benefits Identi				t due to a county department or St ation Card (BIC) was not received eligibility was not correctly establish	and/or the Medi-			
	4)	The State Departmen	t of Health Servi	ices requests the Letter of Authorizat	ion be issued.			
	5)	The county welfare d	lepartment deterr	mines that an administrative error has	occurred.			
( )	You	ur circumstances do no	t meet any of the	above requirements.				
	-		-	an determine if an administrative m Social Security of:	error occurred,			
		( ) when their ( ) SSI eligibit	SSI was granted lity for the month	; and the LOA is being requested.				
	The	above checked verific	ation(s) was not	provided.				
The re	egulati	on which requires this	action is: Califo	rnia Code of Regulations, Title 22, S	ection 50746.			
14-52			Н	HSA	(3/95)			
MEDI	CALE		1.	130	2/05			

# COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY REQUEST FOR A LETTER OF AUTHORIZATION (MC 180)

Health and Human Services Agency Public Assistance Information 4990 Viewridge Ave. San Diego, CA 92123

PROVIDER INFORMATION	
☐ Hospital*	□ Licensed Primary Care Clinic*
Address:	
-	
Phone number:	
* Please include hospital or clinic letterhead or cover letter.	
I certify that the above provider information is correct.	
·	
Signature	Title Date
PATIENT INFORMATION	
Name:	ENTINFORMATION
Address:	
Date of Birth:	Gender: SSN:
Mother's Full Name (if patient is a minor):	
A Form MC 180 is needed for the month(s) of:	
Mo. Yr. Mo. Yr. Mo.	Yr. Mo. Yr. Mo. Yr. Mo. Yr. Mo. Yr.
COUNTY RESPONSE	
□ Letter of Authorization (MC 180) attached	
□ No eligibility for the months of:	
☐ Unable to verify eligibility	
Request submitted more than 60 days from date of approval (except SSI)	
□ Comments:	
HSS Signatur	e Date
14-6 HHSA (11/04) Request for MC 180	

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